



STATE OF MAINE
PUBLIC UTILITIES COMMISSION

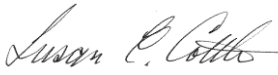
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CASD MEMO 2019-04

To: All Utilities

From: Susan E. Cottle 
Deputy Director, Consumer Assistance and Safety Division (CASD)

Date: May 8, 2019

Re: Keeping CASD Contact Information Up to Date

As you know, the Case Management System (CMS) that the PUC instituted in July 2012, provides for immediate notification by email to utilities when a consumer complaint is opened here in the Consumer Assistance and Safety Division (CASD). This is one of the most important reasons why each utility has had to maintain a CASD contact in the CMS. This specific CASD contact is also what we use for other communications from us (not just from our CMS), including CASD bulletins that provide important information about law/rules and CASD memos that provide more general information.

Because the CMS provides for only one CASD contact, many utilities maintain a general mailbox—i.e., a mailbox that different members of their staff can access—for such communications. Knowing that one specific staff person may be out sick, on vacation, or otherwise not present to receive CASD notifications of complaints or other important information, these utilities find a general, shared mailbox provides timely access to that information to whomever has responsibility for checking that mailbox. It also rarely, if ever, needs to change because of staff changing. Other utilities may use one staff member's mailbox as the email, but provide for various staff to have access to that individual's mailbox. Having various staff have access is necessary so that CASD notifications can be seen and attended to as needed.

When staff changes or email addresses change, it is important to notify us of the change to ensure you have notices and other information as needed. We can only use what you have provided us. If you have a change that we don't know about, there is a risk of your not receiving important information from us in a timely way—e.g., not receiving notice of an opened complaint, which should stop any credit and collection action.

With that in mind, I am writing to ask you that when you have changes in your utility's CASD contact information—name, phone number, email, or other information, please notify CASD's Secretary, Kathy Poetzsch, so she can be sure to update our records for you and help provide for communications to reach you. If you ever have any doubt or question about what we have for a CASD contact for your utility, Kathy can also assist you with that. Her contact information is as follows:

Kathy Poetzsch, Secretary, Consumer Assistance and Safety Division
Maine Public Utilities Commission
18 State House Station, Augusta, ME 04333-0018
Ph: 207-287-4940; Fax: 207-287-6889
kathy.poetzsch@maine.gov

Thank you for your helping us help you and your customers with communications!

SC/kp

LOCATION: 101 Second Street, Hallowell, ME 04347

MAIL: 18 State House Station, Augusta, ME 04333-0018

PHONE: (207) 287-3831 (VOICE)

TTY: 711

FAX: (207) 287-1039